Statewide Voter Registration System

Presented by:

State of New Jersey
Office of the Attorney General and
Covansys

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pcc technology group™
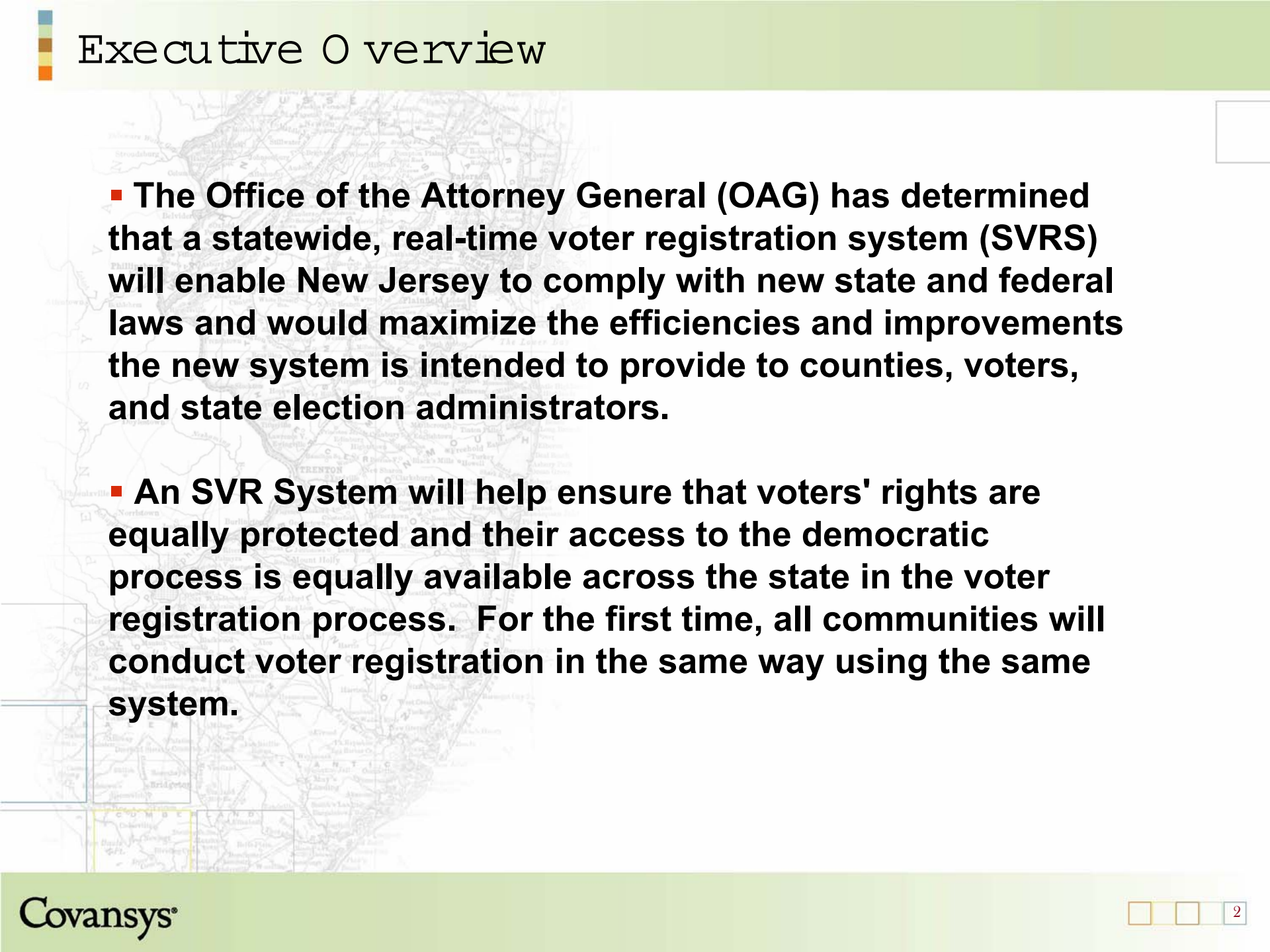your source for technology solutions

A R A D Y M E
C O R P O R A T I O N

SVRS Kick-Off Meeting Agenda

■	**Welcome & Overview**	- **Mike Gallagher**
■	**CVRS Project Team**	- **W. Gary Bush**
■	**Milestones / Timeline**	- **W. Gary Bush**
■	**Project Phased Approach**	- **W. Gary Bush**
■	**Steering Committee Schedules**	- **W. Gary Bush**
■	**Project Controls**	- **Mike Gallagher**
■	**Questions and Answers**	- **Team members**
■	**Break**	
■	**Ownership of Data / Partitioning**	- **Mike Gallagher**
■	**Data Collection**	- **Gary L. Bush**
■	**Business Needs Assessment**	- **Mark Mongillo**
■	**Communications Plan**	- **W. Gary Bush**
■	**Equipment Upgrades**	- **W. Gary Bush**
■	**Training**	- **Tom Ferguson**
■	**Next Steps**	- **W. Gary Bush / Mike Gallagher**
■	**Questions and Wrap up**	- **Team members**

- **The Office of the Attorney General (OAG) has determined that a statewide, real-time voter registration system (SVRS) will enable New Jersey to comply with new state and federal laws and would maximize the efficiencies and improvements the new system is intended to provide to counties, voters, and state election administrators.**

- **An SVR System will help ensure that voters' rights are equally protected and their access to the democratic process is equally available across the state in the voter registration process. For the first time, all communities will conduct voter registration in the same way using the same system.**

Executive Overview

- **County election officials are the local administrators of voter registration in New Jersey and they support a SVR System, provided that local authority for voter registration decisions is preserved, that sufficient training is provided with the new system, and that the new system provides the functionality needed by municipal officials.**

- **The Help America Vote Act of 2002 (HAVA) is a landmark piece of election reform legislation that seeks to enhance the integrity of our elections process by establishing certain minimum standards for the conduct of federal elections.**

Laws & Regulations

- **In its 1997 Report to Congress, the Federal Election Commission recommended that states that have not yet done so voluntarily: (1) develop and implement a statewide computerized voter registration database; (2) ensure that all local registration offices are computerized; and (3) link their statewide computerized systems, where feasible, with the computerized systems of the collateral public agencies relevant to the National Voter Registration Act of 1993.**

- **In September of 2003, New Jersey released its State Plan to comply with the requirements of the Help America Vote Act of 2002.**

State Objectives

Implement, in a uniform and non-discriminatory manner, a single, official, interactive computerized statewide voter registration list defined, maintained, and administered at the State level, as required by the Help America Vote Act of 2002 and State law that:
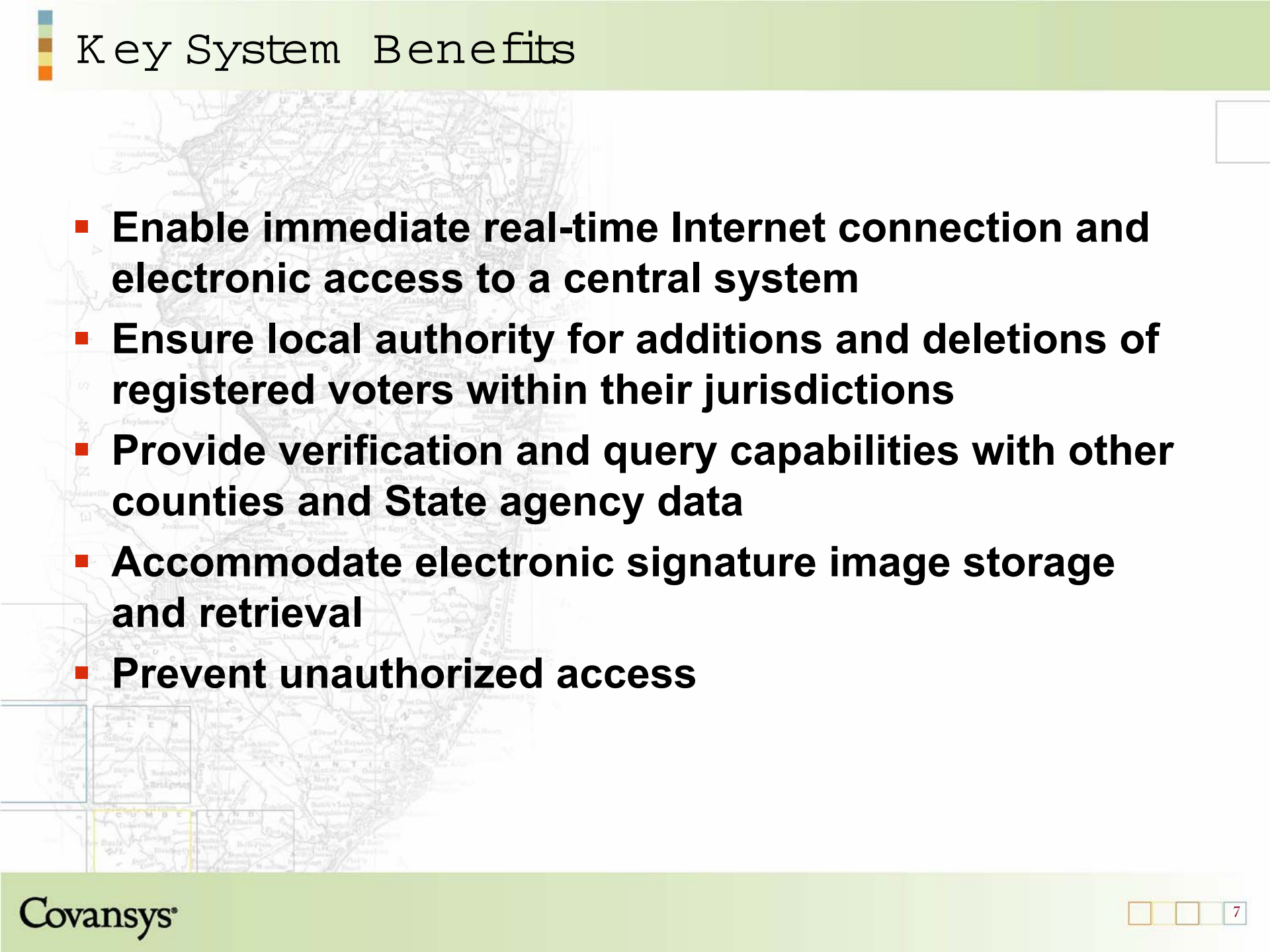
- **Will be the single source for voter registration information, accessible by any authorized election official via the Internet;**

- **Updated and maintained by local election officials at county administration sites;**

- **Allows for the creation of Election Day voter lists that are synchronized with the Central Voter Registration File;**

- **Uses the same method or application for each county to update the Central Voter Registration File;**

State Objectives

- **Allows the OAG to provide voter registration data to each county to support Federal election administration activities by the county;**

- **Provides a process for validating and authenticating voter registration data against data from other governmental agencies; and**

- **Enables offline registrations for some counties, which would require the ability to key in information at a later date in an expedited fashion and the capability to modify the effective date of the registration.**

In summary, we will produce a comprehensive, real-time, statewide voter registration system with fully trained users and in compliance with the law. This will bring improvements in the quality of New Jersey's voter registration list, the integrity of the electoral process, the ability to safeguard voters' rights, and the practical ease and uniformity of administering the process.

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- **Enable immediate real-time Internet connection and electronic access to a central system**

- **Ensure local authority for additions and deletions of registered voters within their jurisdictions**

- **Provide verification and query capabilities with other counties and State agency data**

- **Accommodate electronic signature image storage and retrieval**

- **Prevent unauthorized access**

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- **Provide functionality typical of voter registration systems, including:**
  - Library management, absentee ballot processing, ongoing administration, pre-election preparation, and petition checking
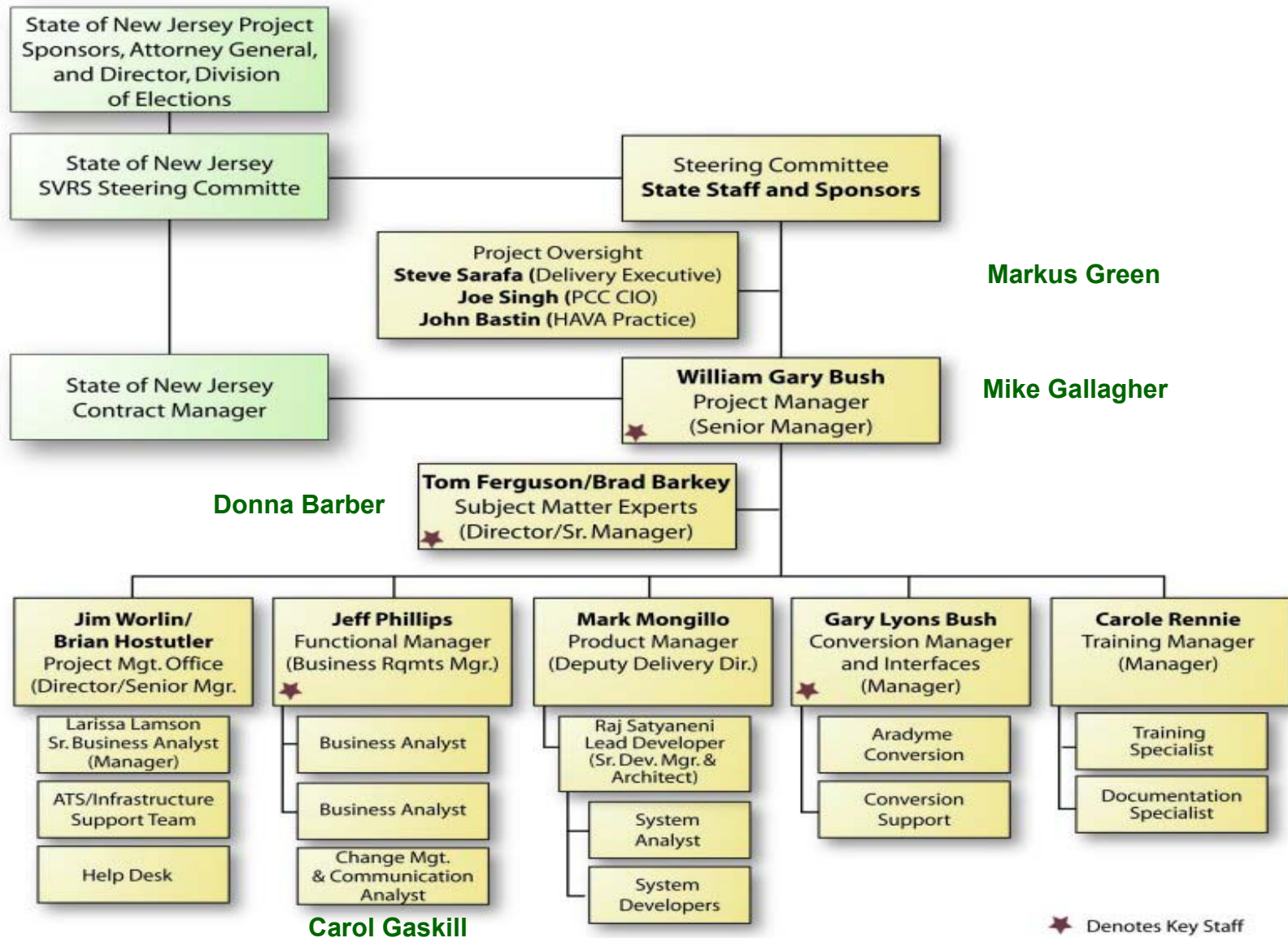 - Robust reporting and online inquiry capabilities
- **Provide features typical of voter registration systems, including:**
  - Pull down menus and pick lists
  - Intuitive and user-friendly design
  - Context sensitive help
  - Well organized and easy-to-use training and user manuals

The Project Management Team

- **W. Gary Bush** — **Covansys Project Manager**
- **Mike Gallagher** — **State of New Jersey Project Manager**
- **Mamta Patel** — **State of New Jersey Contract Manager**
- **Donna Barber** — **State of New Jersey Business Process Lead**
- **Matt Sibinek** — **State of New Jersey Technical Liaison**
- **Jeff Phillips** — **Functional Manager/Sr. Business Analyst**
- **Carol Gaskill** — **Communications & Change Management Lead**
- **Gary L. Bush** — **Data Conversion Manager**
- **Tom Ferguson** — **SME/Election Advisor**
- **Carole Rennie** — **Training Manager**
- **Mark Mongillo** — **Electio*Net* Product Manager**
- **Raj Satyaneni** — **ElectioNet Development Manager**
- **Marcus Lunt** — **Aradyme Conversion**
- **Brian Hostutler** — **Project Management Office Support**

- **Peter Harvey** — **State of New Jersey Attorney General**
- **Markus Green** — **Chief of Staff, Office of the Attorney General**
- **Steven Sarafa** — **Delivery Executive**
- **John Bastin** — **Elections Practice Leader**
- **Joe Singh** — **PCC Chief Technology Officer/Co-founder**

Markus Green

Mike Gallagher

Donna Barber

Carol Gaskill

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Project Kick-Off	(2nd) State Demo	JAD Sessions Complete	GAP Complete	FRSD Complete	Detail Design Complete	Pilot Begins	Pilot Ends	End User Training Begins	Rollout Begins	Rollout Ends
03/08	03/22	04/09	04/25	05/02	05/25	10/11	10/31	11/14	11/14	12/13

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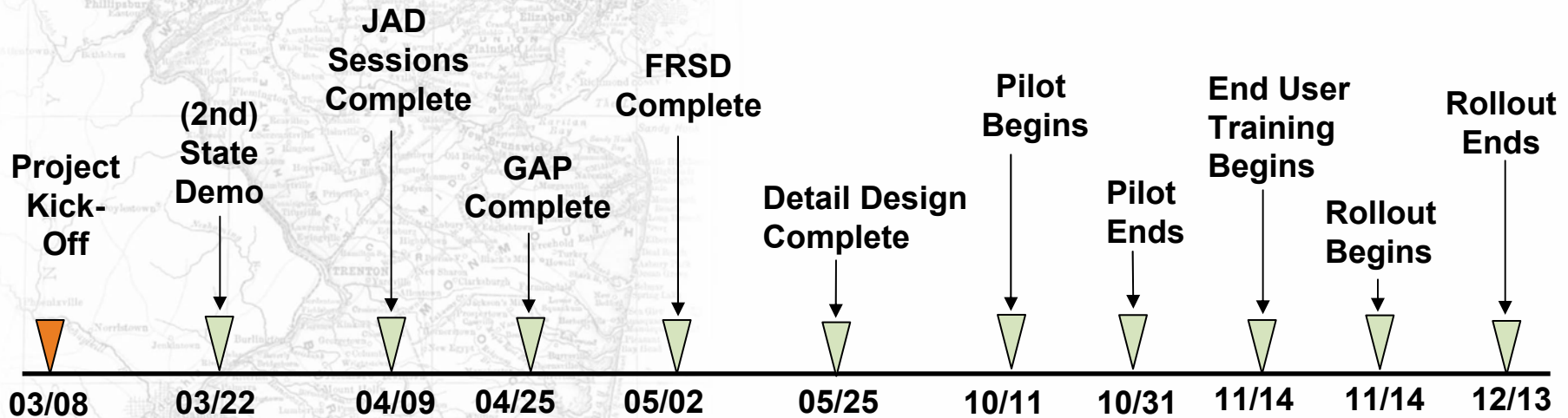
High Level (Major Phases) Schedule/Timeline

ID	TASK NAME	START	FINISH	1st Half '05		2nd Half '05		1st Half '06		2nd Half '06	
				QTR 1	QTR 2	QTR 3	QTR 4	QTR 1	QTR 2	QTR 3	QTR 4
1	**Phase 1** - Project Initiation Phase	03/01/05	04/08/05								
2	**Phase 2** - Business Needs Assessment and Gap Analysis	03/09/05	05/11/05								
3	**Phase 3** - Design and Implementation Planning	04/11/05	08/09/05								
4	**Phase 4** - Software Modification and Testing	05/09/05	10/19/05								
5	**Phase 5** - Pilot Implementation	08/18/05	11/07/05								
6	**Phase 6** - Staged Rollout and Deployment Remaining Sites	11/08/05	12/14/05								
7	**Phase 7** - Conversion and Interfaces	03/14/05	12/13/05								
8	**Phase 8** - Project Close-out and Transition to Maintenance and Support	10/11/05	12/29/05								
9	On-Going Project Management	03/01/05	01/31/06								
10	Comprehensive Full Service Support	12/29/05	12/31/07								

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Phase 1: Goals

- Stakeholder Buy-in
- Completion of Project Plan Components (and Baseline)
- Collaboration Between Counties

Project Initiation (3/01/05 – 4/15/05)

- Detailed Project Plan
- Kick-off Meeting
- Statement of Work (SOW) Components
  - Detailed Project Schedule
  - Organization, Roles, and Processes
  - Organizational Chart
  - Communication Plan
  - Risk Management Plan
  - Quality Assurance Plan
  - Deliverable Acceptance Criteria Plan
- State User Demonstration
  - 3-4 hour sessions at a central site

Phase 2: Goals

- Requirements Definition

Business Needs Assessment/
Gap Analysis (3/09/05 – 5/11/05)

- Gap Analysis
  - Gap Analysis Sessions
  - Finalize Gap Templates Per Module
- Functional Requirements Specification Document (FRSD)
  - Overview, Objective and Assumptions
  - Process Flows and Scenarios
- Requirements Traceability Matrix Baseline

Phase 3: Goals

- Validate and Finalize Infrastructure Design
- Validate and Finalize Technical Architecture
- Start Procurement Process
- Complete Training and Support Planning

Design and Implementation Planning (5/3/05 – 8/19/05)

- Detailed Design
  - Technical Architecture Design Document
  - Hardware and Software Deployment and Implementation Plan
  - Data Modeling and Database Design
- Training and Post Implementation Support Plan
  - Conduct Training Analysis
  - Detailed Training Plan
  - Post Implementation Support Plan

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Phase 4: Goals

- Software Meets Office of Attorney General Requirements
- Validate Central Site Infrastructure

Software Modification and Testing (5/09/05 – 10/14/05)

- Application Configuration/Development
  - Develop Test Plan/Conduct Internal Testing
  - Setup Application Environments
  - Complete Database changes
- User Acceptance Test Plan
- Pilot Implementation and Support Plan
- Training Materials and Supporting Documentation
- User Acceptance Testing

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Phase 5: Goals

- Proof of Roll Out strategy
- User Buy-In (Level of Comfort)

Pilot Implementation (8/18/05 – 11/07/05)

- Pilot Selection and Training
  - Identify Pilot Sites
  - Communicate Pilot Site Selection
  - Provide Onsite Training to Users
- Pilot Installation and Support
  - Install and Configure the Hardware/Software for Pilot Site(s)
  - Convert/Migrate Pilot Site Data to SVRS
  - Execute Pilot Implementation Plan

Phase 6: Goals

- Complete the Roll Out of the System in Production for all users
- Formal System Acceptance

Staged Rollout and Deployment – Remaining Sites (11/08/05 – 12/19/05)

- Training and Assessment Survey for Full Production

- Full Deployment and Production Implementation Tracking

Phase 7: Goals

- Integrate County Data into SVRS
- External Interfaces (MVC, DHSS, DOC, and AOC) Functional

Conversion and Interface (3/14/05 – 12/19/05)

- **Data Conversion**
    - Data Conversion and Migration Plan
    - Data Conversion – Cycle 1
    - Data Conversion – Cycle 2
    - Data Conversion – Cycle 3
- Interface Functionality
    - External Interface Design
    - Interface Testing Results Document

Phase 8: Goals

- Transition to Maintenance and Support
  - Established Service Level Agreements (SLAs)
  - Deliver Final System Documentation

Project Closeout / Transition to Maintenance and Support (10/11/05 – 12/29/05)

- Complete Final System and Technical Documentation

- Complete Final User Manuals

- Project Wrap Up and Close out Activities

- **Steering committee monthly progress meetings:**
    - **Proposed last Tuesday of every month 2pm – 3pm.**
    - **Standard agenda will be sent for review 3 days prior to meeting.**
    - **This will be an open discussion feedback meeting.**
    - **Steering committee will provide ongoing direction.**

- **Project Controls:**
    - **Weekly status reports from team leaders to project manager.**
    - **Record, track and manage all issues.**
    - **Traceability Matrix**
    - **Change control process and approval**
    - **Project plan milestone tracking.**
        - **Deliverables**
        - **Events**

Your opportunity for clarification

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- **County ownership of data**
  - Counties will continue to own their own data.
  - Updates are restricted to voters in their county.
  - Viewing of records is statewide.

- **County administration of their own users**
  - Ability to restrict access to system functions by logons.
  - Assignment of user rights by group.
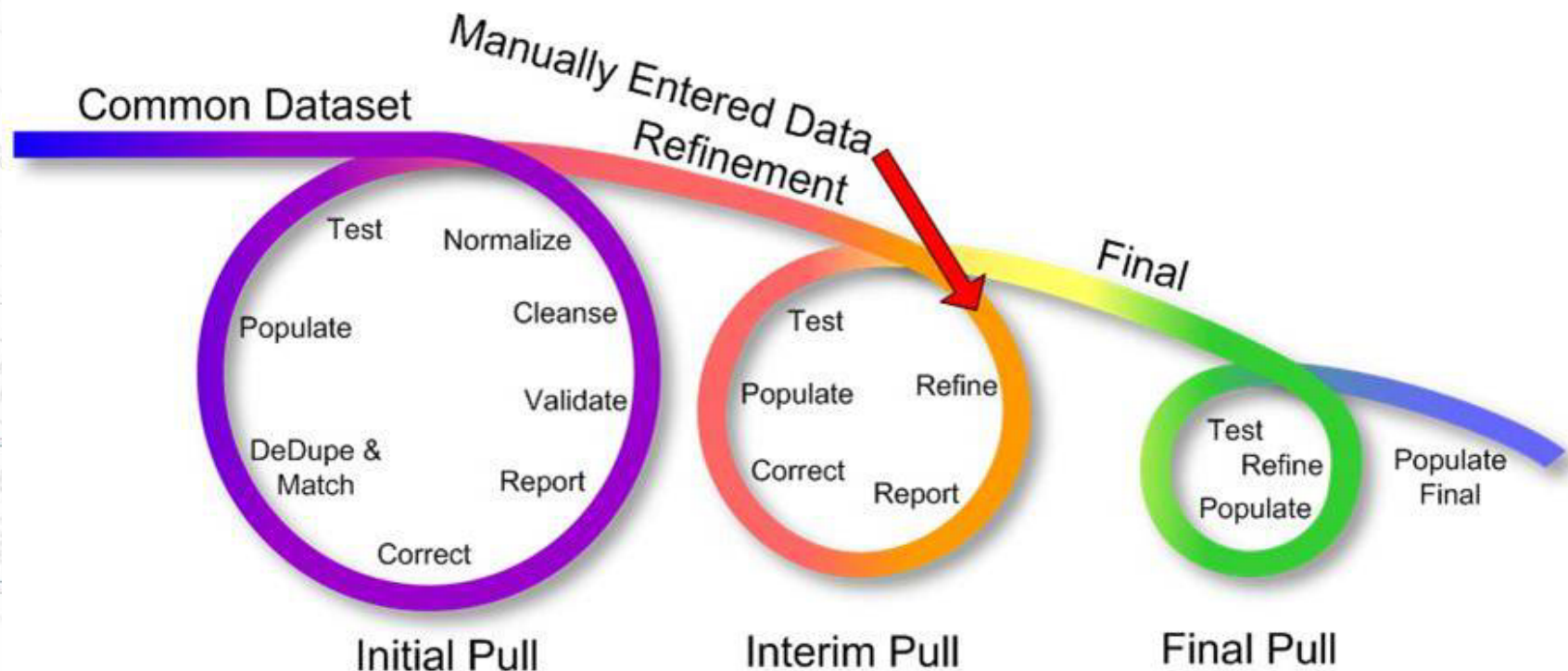
Approach and Strategy

- Data from the Counties is analyzed and a conversion and cleansing plan is put into place.

- Data Issues reports are created and passed to the State's Elections Team for clarification.

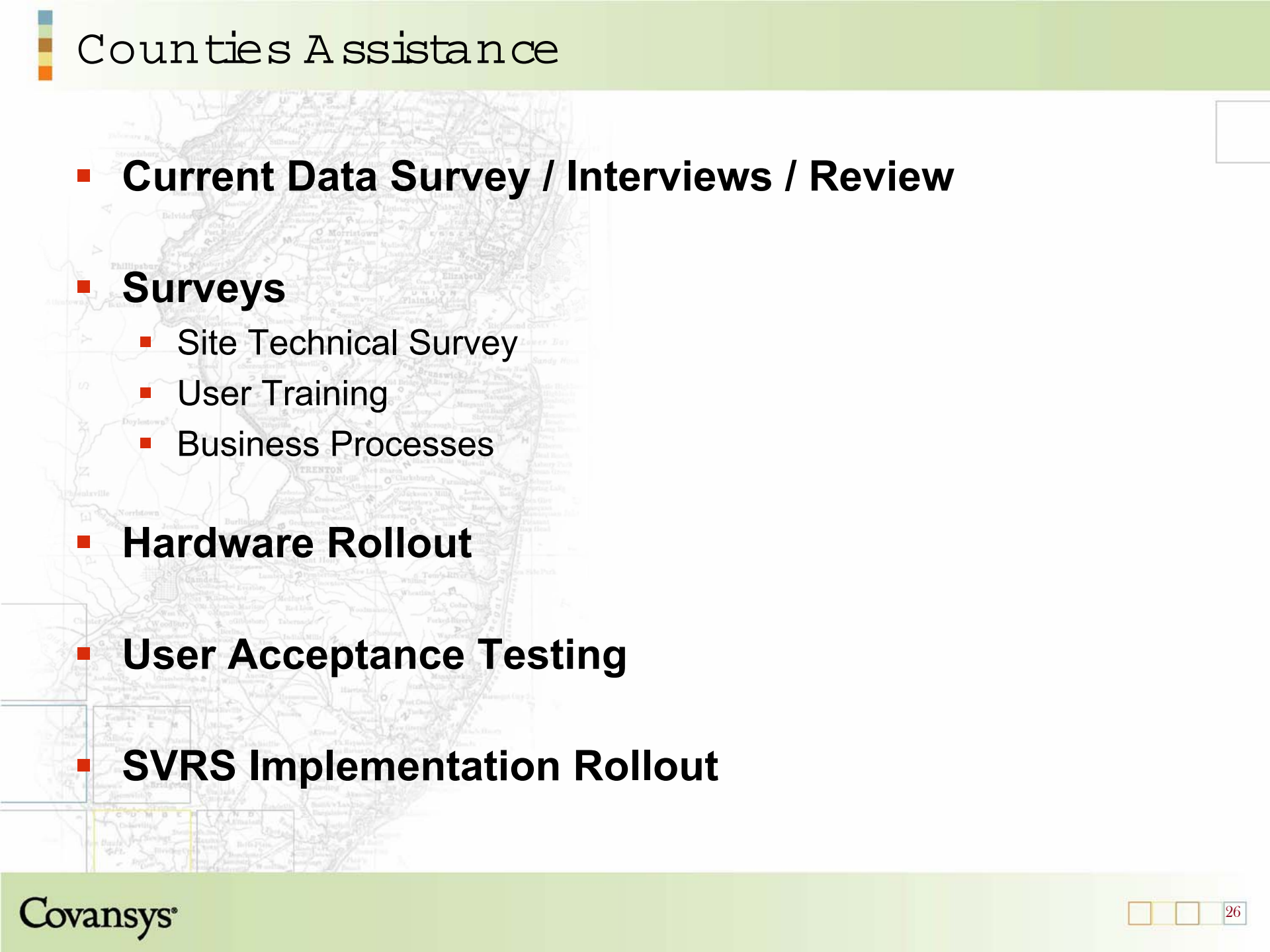- Cleansing scripts are written to automate the cleansing process through all data pulls and cleansing coils.

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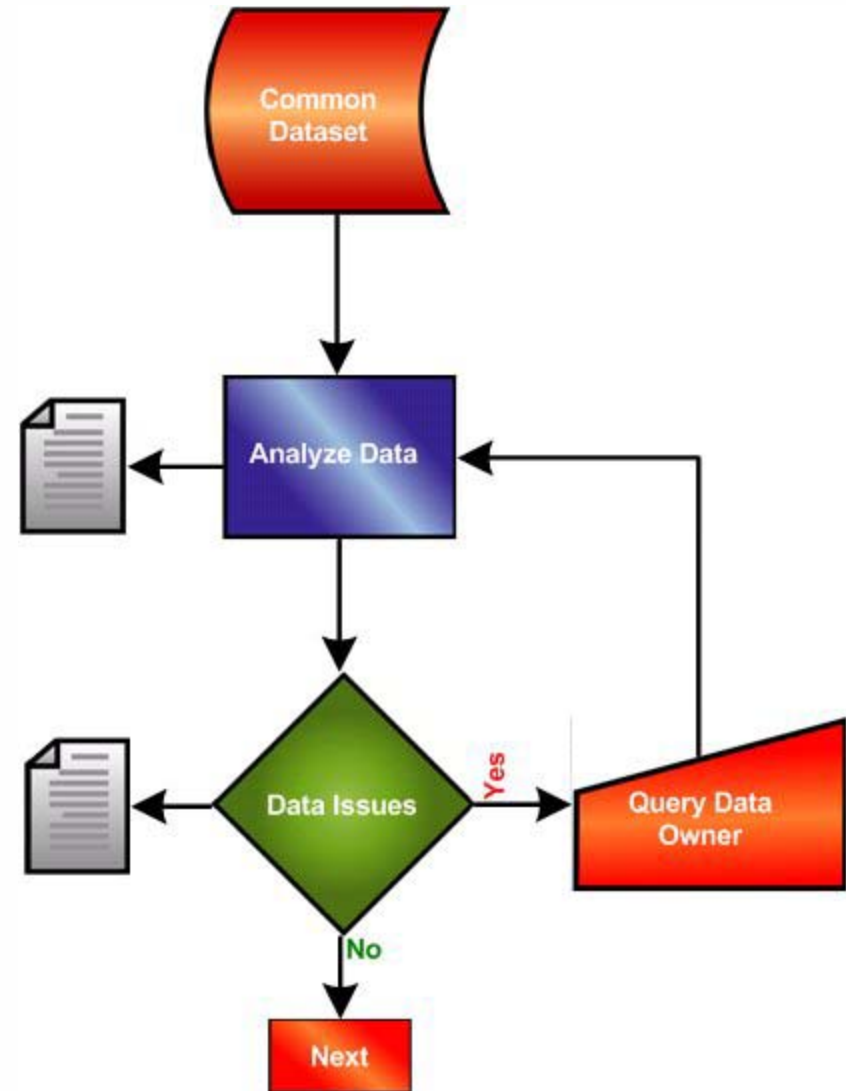
- County Data is run through the initial coil to get familiar with the data and eliminate a large majority of the data errors.
- These coils are run multiple times through several cleansing processes perfecting the County data with each coil.
- Jurisdiction, Election Management, Administration, Petition Management, Prohibited Voters, NVRA, Redistricting, Election Results & Voter Information will all be run through these cleansing and repurposing coils.

Common Dataset — Manually Entered Data Refinement — Final

Initial Pull: Test, Normalize, Cleanse, Validate, Report, Correct, DeDupe & Match, Populate

Interim Pull: Test, Refine, Populate, Correct, Report

Final Pull: Test, Refine, Populate, Populate Final

- **Current Data Survey / Interviews / Review**

- **Surveys**
  - Site Technical Survey
  - User Training
  - Business Processes

- **Hardware Rollout**

- **User Acceptance Testing**

- **SVRS Implementation Rollout**

- **User Group JAD Sessions**

- **Requirements Traceability Matrix**

- **Gap Analysis**

- **Functional Requirements Document**

- **Work Plan**
    - **Provides visibility and management of the detailed activities of the work that will be done, the deliverables & milestones that will be produced, and the resources utilized.**

Microsoft Project
Document

Communications Plan

- **Status reports**
  - Provides communication of the current activities, accomplishments and issues to assure that the project scope is accurately reflected in the work plan and defines project success.
  - Weekly and monthly summary

- **Steering Committee meetings**
  - Monthly agenda and minutes

- **Weekly Team Meetings**
  - Every Tuesday morning at 9 am with team leaders.

- **Change Control and Issue Management**
  - Serves as one of the key control tools for the project - reporting the status of issues from the time they are identified, resolved, rejected by management and / or the initiation of project change

- **Workstations -** *Dell Optiplex GX280*
    - 512 MB Memory
    - 3.5" Floppy
    - 40 GB Hard Drive
    - 17in Flat Panel Monitor
    - 24x CDRW

- **Barcode Scanner**
    - *Wasp WLP-4170*

- **Label Writer –** *330 Turbo*

- **Internet Connections**

- **Printer (Large Workgroup)-** *Dell 5300n Laser Printer*
  - Speed up to 45 pages per minute
  - 500 MHz processor and 80 MB of memory
    - (upgradeable to 336 MB)
  - 600 sheet paper capacity
  - Duty Cycle of 225,000 pages/month

- **Printer (Workgroup)-** *Dell 5200n Laser Printer*
  - Speed up to 35 pages per minute
  - 300 MHz processor and 64MB of memory
    - (upgradeable to 320 MB)
  - 600 sheet paper capacity
  - Duty Cycle of 175,000 pages/month

- **Scanner (Hi-speed) -** *Canon DR-3080C*
  - Color Scanner / Duplex
  - Scans up to 43 ipm (simplex) or 86 ipm (duplex)
  - Automatic Document Feeder

- **Scanner (Workgroup) -** *Fujitsu fi 4120-C*
  - Color Scanner / Duplex
  - Scans up to 25 ppm
  - Automatic Document Feeder

Training Approach

Step #	Action
Step 1	Covansys distributes and collects computer skills survey.
Step 2	Covansys summarizes findings.
Step 3	Discuss survey results and create an action plan. Review the existing training materials.
Step 4	Prepare schedules and revise SVRS training materials.
Step 5	Covansys conducts computer training classes for UAT staff.
Step 6	Select dates for training users from pilot counties.
Step 7	Covansys conducts computer training classes for pilot county staff.
Step 8	Update training materials based on pilot training results.
Step 9	Train county and municipality users according to scheduled Rollout.

Train the right people on the right material at the right time in the right way so that:

- Clerks and Registrars gain the knowledge they need to make their new system an effective tool

- IT Staff becomes self-sufficient in all aspects of system maintenance

- Project team members are immediately productive in the project environment

Next Steps and Wrap up

- **Confirm project set-up (scope, sponsorship, staff)**
- **Complete the project plans and confirm key milestone dates**
- **Organize the team & agree on roles and responsibilities**
- **Agree on approaches for project management and change management**
- **Inform the steering committee, core team users, and end-users about project progress to date**
- **Complete state demo sessions**
- **Completion of surveys within required timeframe by users**
- **JAD sessions attendance and user commitment**
- **GAP analysis review session**
- **Functional requirements specifications review**

Questions and Answers